

# **Supplier Registration Manual**

## **SAP Business Network**



Dear Ariba User

To support you in the development of activities within the SAP Business Network system, this guide presents the description of the process required to create an Ariba Network account.

The objective of this guide is to understand the registration process to be enabled with your client VITRO. We hope this manual will be useful to you. If you have any suggestions or queries, please indicate them to the support channel [habilitacionproveedores@vitro.com](mailto:habilitacionproveedores@vitro.com)

Sincerely,

Vitro



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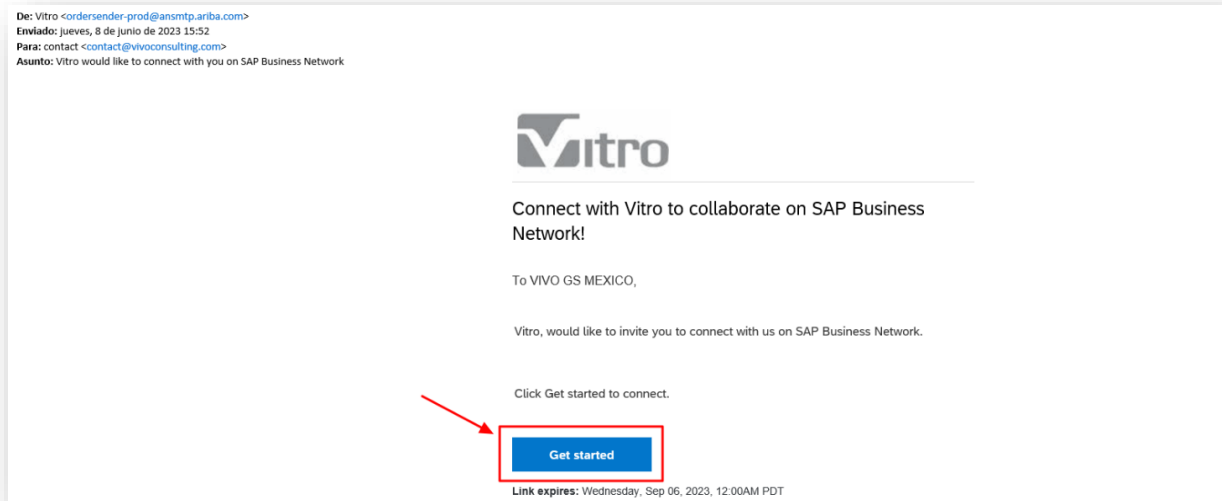
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# Supplier registration

## Step 1

To start the registration process, you must enter the email received from the SAP Ariba platform and select the "Get Started" button. The sender of the email is Ariba Administrator (ordersender-prod@ansmp.ariba.com)

If you do not receive it, look in the Spam or junk mail folder.



*Image No.1: Ariba invitation to email.*

**\*Note:** Registration in Ariba must be done only with the invitation received from VITRO.

## Step 2

When entering the invitation link, two registration options are displayed:

1. **Using an existing account** – If you already have an Ariba account, go to the “ [Linking an existing account with the customer](#) ” section of this manual.
2. **Create a new account** – If you do not have an account registered with Ariba and this is your first time logging in, go to the “ [Ariba Network Registration Questionnaire](#) ” section of this manual.

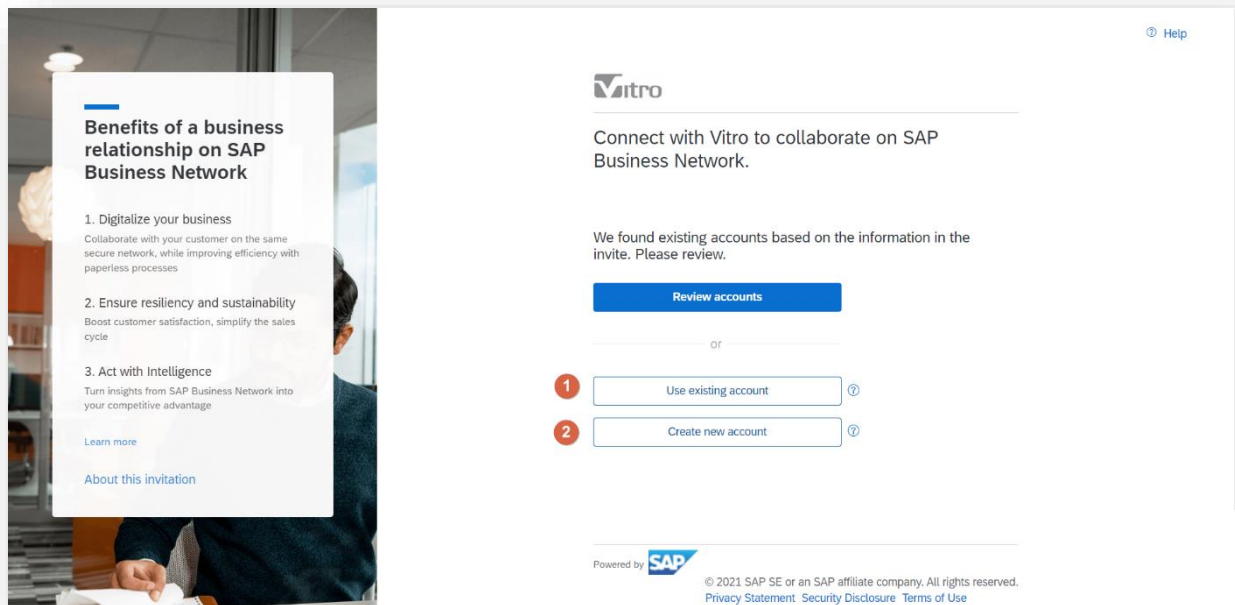


Image No.2: login from an invitation.

# Business Network Registration Questionnaire

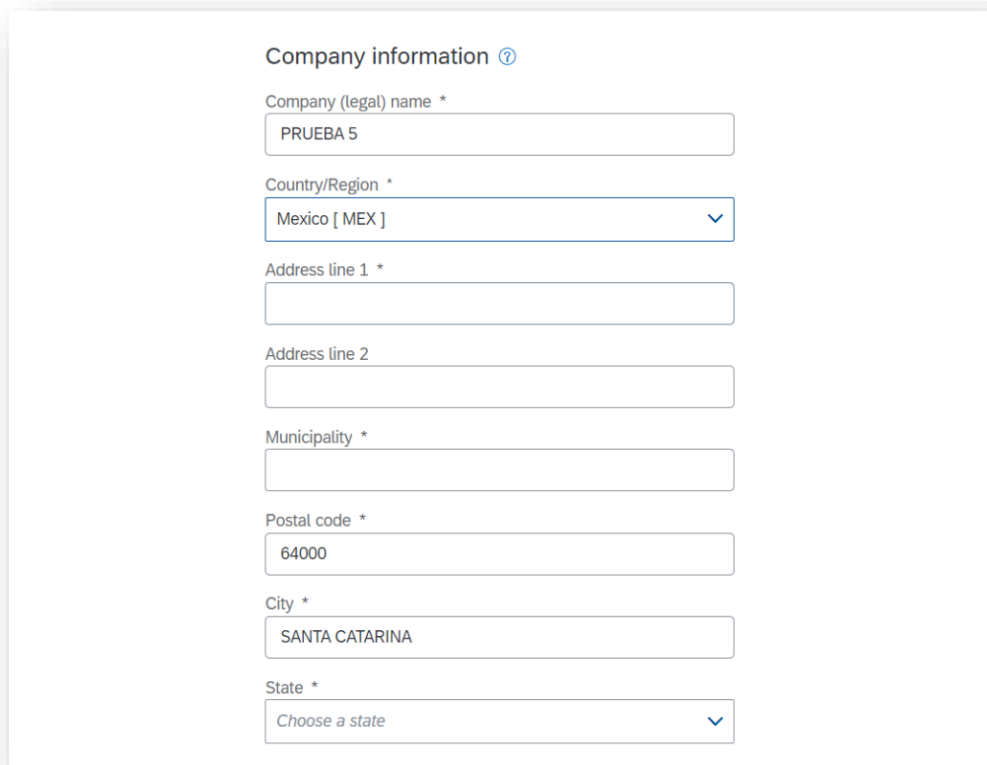
## Step 1

The form is made up of two sections that must be completed to register.

*Note: Fields marked with a red asterisk (\*) represent mandatory fields, necessary for provider registration.*

### 1.1 Company information:

- **Company legal name:** Enter the full name of your organization.
- **Country:** Select the country in which your organization is located.
- **Address:** Enter the location of your organization. You can write on both lines if necessary.
- **Postal code:** digits according to the standardization of the country to which your organization belongs.
- **City:** Specify the city in which your organization is located.
- **State or Region:** Specify the state or region to which your organization belongs.



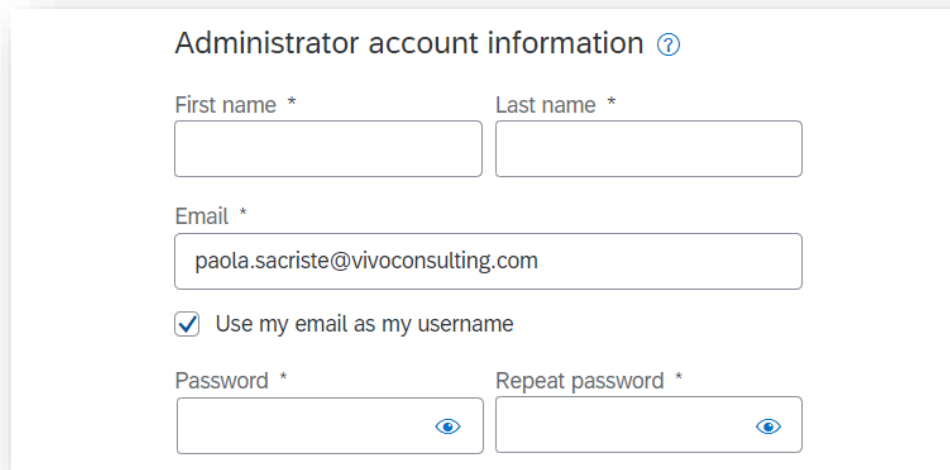
The screenshot shows a web form titled "Company information" with a help icon. It contains several input fields, some of which are pre-filled. The fields are: "Company (legal) name \*" with the value "PRUEBA 5"; "Country/Region \*" with a dropdown menu showing "Mexico [ MEX ]"; "Address line 1 \*" which is empty; "Address line 2" which is empty; "Municipality \*" which is empty; "Postal code \*" with the value "64000"; "City \*" with the value "SANTA CATARINA"; and "State \*" with a dropdown menu showing "Choose a state".

Image No.3: company information.

## 1.2 Administrator account information

In this section, you must specify the information required for the creation of your user in the system under the defined organization.

- **User:** A person designated by your organization to participate in the customer-defined Ariba module. As a good practice, it is recommended that the username be the same as your email, by selecting the **"Use my email as username" button**.
- **Password:** define a password for the user, taking into account the indicated requirements:
  - ✓ Must be between 8 and 32 characters
  - ✓ Lowercase, uppercase, numbers, and special characters are allowed
  - ✓ Cannot contain the username
  - ✓ It is not recommended to use repeated characters and numbers sequentially
  - ✓ Only ASCII characters are allowed (numbers 0-9, A - Z in upper and lower case, and some special characters)
- **Business Role** – Select the role that the Ariba Account Administrator performs.



**Administrator account information** ⓘ

First name \*      Last name \*

Email \*

☒ Use my email as my username

Password \*      Repeat password \*

*Image No.4: administrator account information.*

## Step 2

Once the information is complete, select the terms of use agreements, the privacy statement, the CAPTCHA (I'm not a robot), and select create account to **finish the registration process**.

Business role \*

Choose your primary business role

☐ I have read and agree with the [Terms of Use](#).

☐ I hereby agree that SAP Business Network will make parts of my (company) information accessible to other users and the public based on my role within the SAP Business Network and the applicable profile visibility settings. Please see the [Privacy Statement](#) to learn how we process personal data.

☐ I'm not a robot

reCAPTCHA  
Privacy - Terms

Create account

Image No.5: Complete the registration questionnaire.

### Step 3

Once the registration process is complete, a pop-up message will appear in which you must select the address "You have entered:"

1. Digitalize your business  
Collaborate with your customer on the same secure network, while improving efficiency with paperless processes.

2. Ensure resiliency and sustainability  
Boost customer satisfaction, simplify the sales cycle.

3. Act with Intelligence  
Turn insights from SAP Business Network into your competitive advantage.

Learn more

Company information ⓘ

Company (legal) name \*

Address recommendation

We noticed that your address is incomplete or invalid. Please make a selection from the recommendations below and click Confirm.

You entered:

☐ Prueba, Guatemala, Guatemala, 01010

We recommend:

☐ 01010, Guatemala (Ciudad De Guatemala), Guatemala

☐ Zona 1, 01010, Guatemala (Ciudad De Guatemala), Guatemala

☐ Zona 10, 01010, Guatemala (Ciudad De Guatemala), Guatemala

☐ Zona 11, 01010, Guatemala (Ciudad De Guatemala), Guatemala

☐ Zona 12, 01010, Guatemala (Ciudad De Guatemala), Guatemala

Confirm

Administrator account information ⓘ

First name \*

Last name \*

Email \*

Image No.6: Select address.



## Step 4

After selecting the address, you will be redirected to a new page where we must select “Continue account creation.”

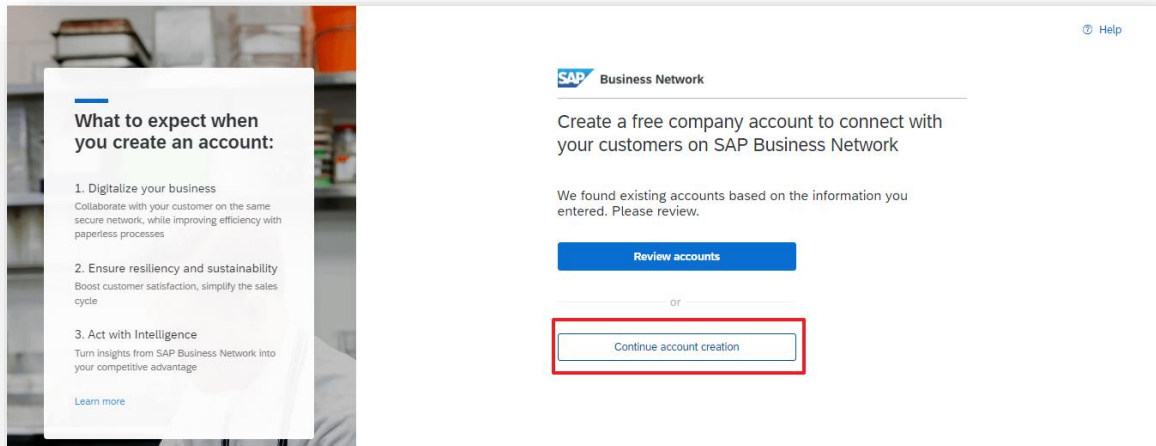
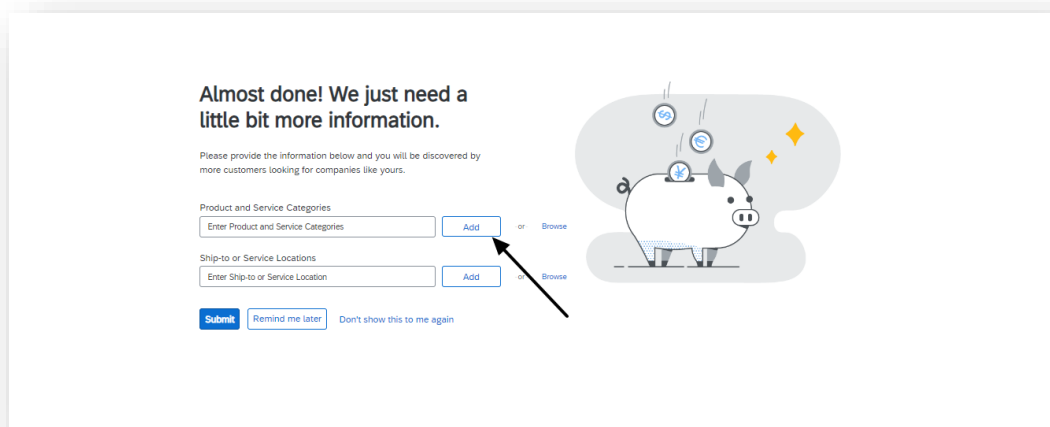


Image No.7: Account creation.

## Step 5

Once we click on the button, a new sale will appear, which we must click on the “Add” button, which we must add certain information such as the “Product and Service Categories”



No.8: Add category.

Image Image

## Step 6

The type of categories that best suit the service provided by the company must be examined and selected, in order to have a better categorization of the company.

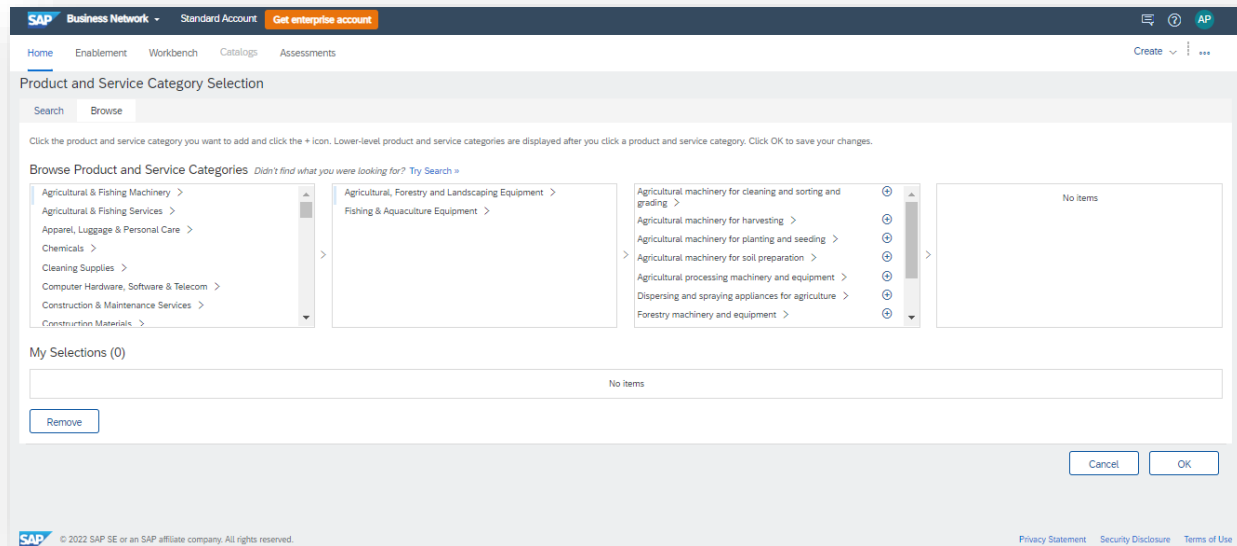


Image No.9: Category selection

## Step 7

Once the category selection is complete, we will see said tab again, in which we must validate that the selected information has been added satisfactorily (Image No. 10). Once the information has been reviewed, we must click on the "Send" button.

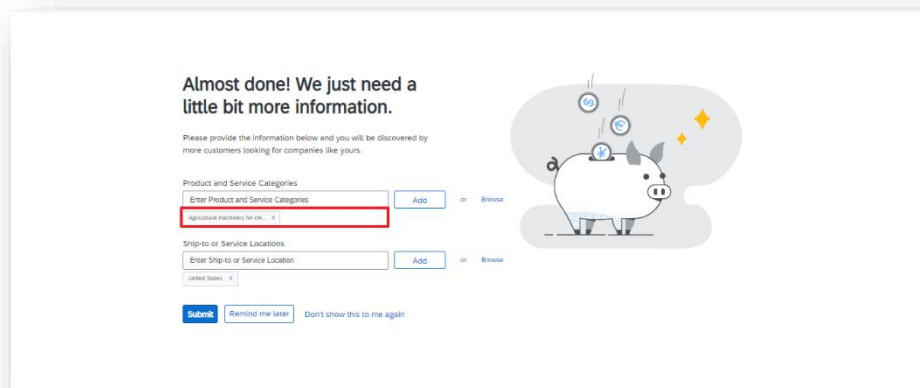


Image No.10: Send information.

## Step 8

After sending the information, we go to our email inbox, where we must confirm our email by clicking on "Confirm email"

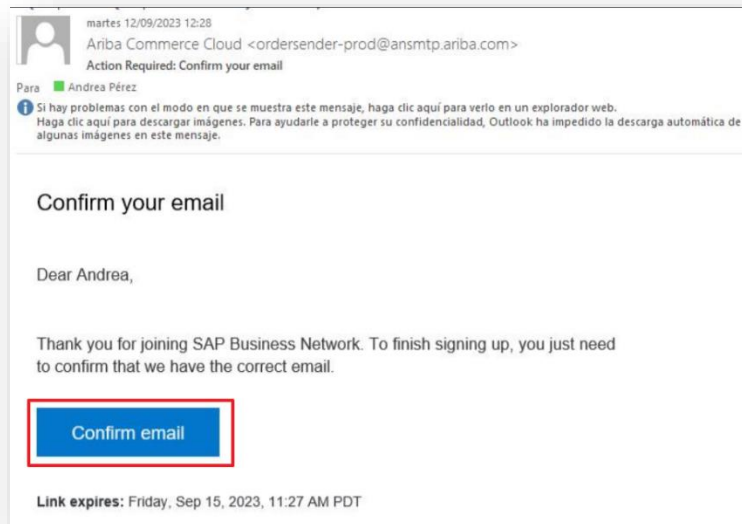


Image No.11: Confirm email.

## Step 9

After them, the Ariba page will load and a pop-up message will appear, which indicates Welcome to SAP Business Network. In addition to this we must click on "Complete profile"

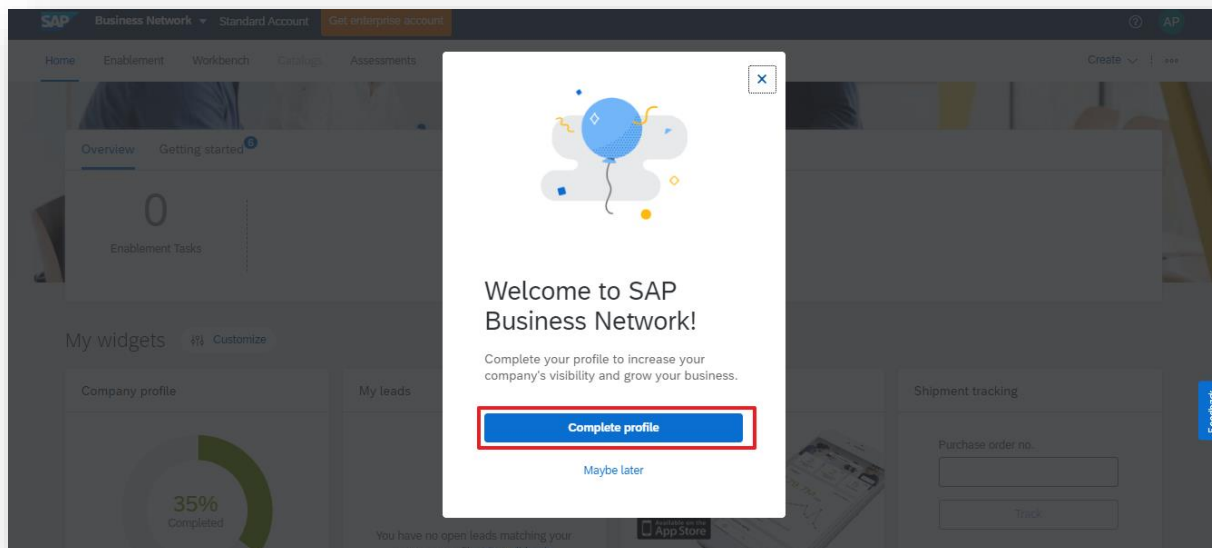
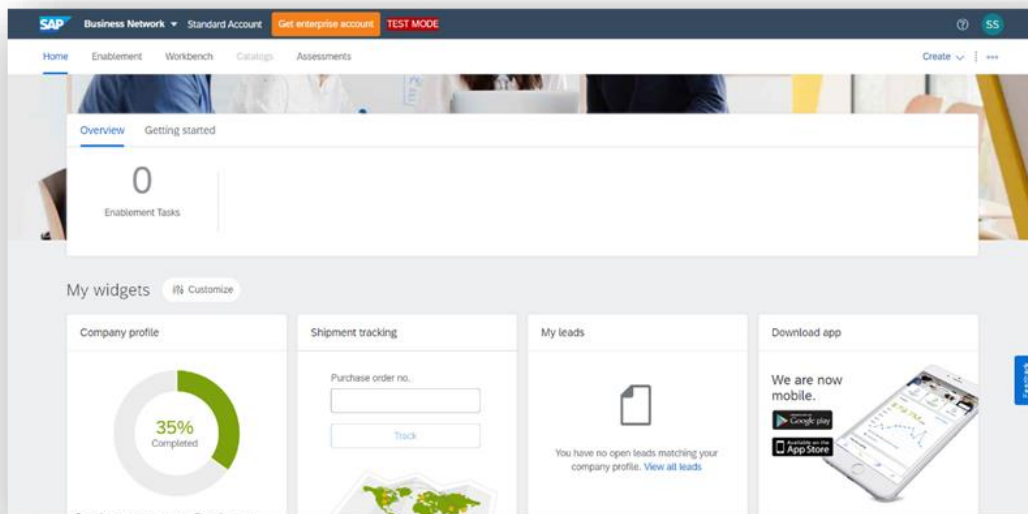


Image No.12: Welcome to Business Network.

## Step 10

Finally, the full SAP Ariba Business Network screen will appear, indicating that we have correctly registered and entered our account.



*Image No.13: Finish the registration process*

# Link an existing account with the customer

If you have previously worked with other clients and have an Ariba Network user, you can link your account to the VITRO client.

## Step 1

In the invitation link, select **"Use existing account"**, enter your existing account credentials, and select **"Connect"**. This will allow your account to be linked to the new customer.

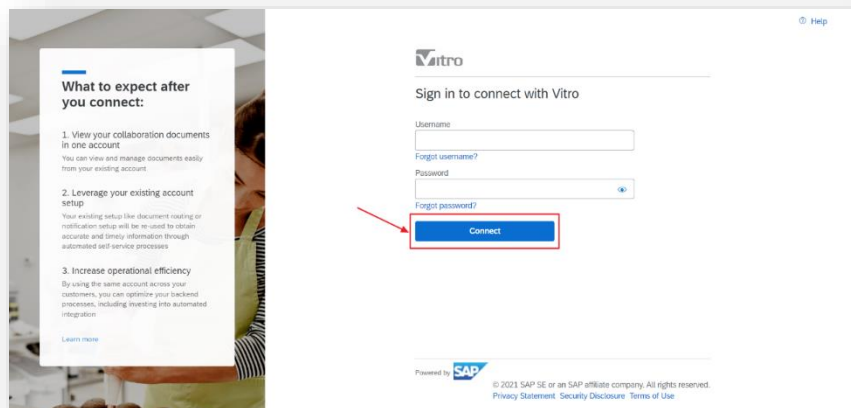
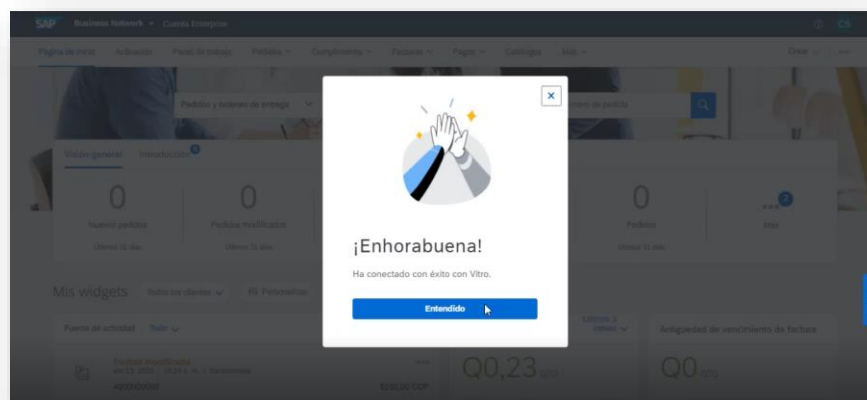


Image No.14: link the existing account on Ariba

## Step 2

Once the existing user has been entered, the system will direct you to the start of ARIBA and you will receive a message confirming the connection with the VITRO client > With this, **the registration process in SAP Ariba ends.**



*Image No.15: Finish the registration process*

# Login

## Step 1

Once the organization and user are registered, you can access SAP Ariba ( <http://supplier.ariba.com/>) from your browser, enter your credentials, and select login.

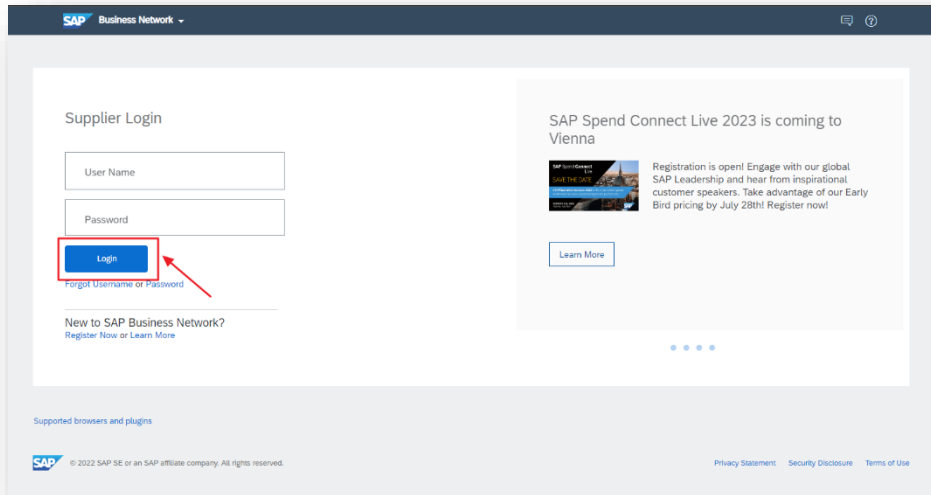
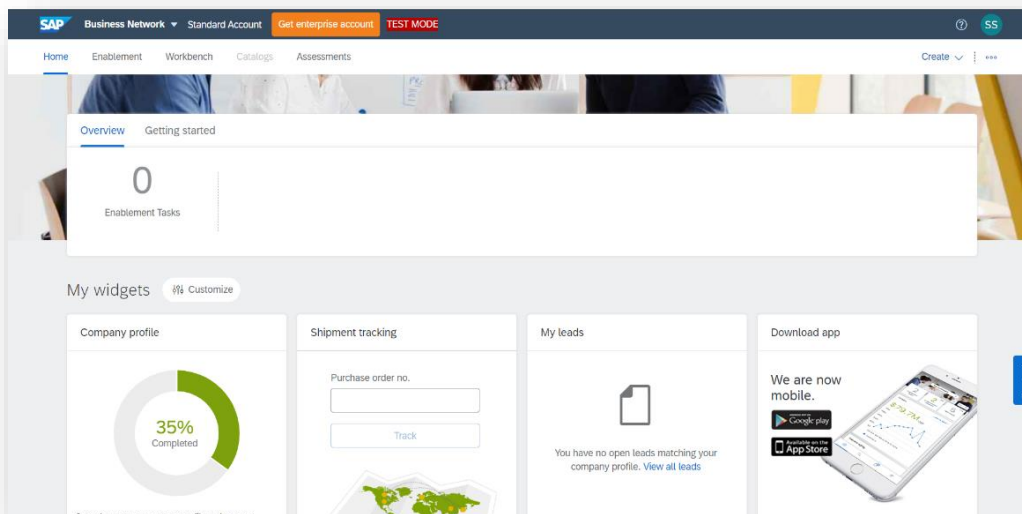


Image No.16: login.

## Step 2

Once the existing user is entered, the system will direct you to the ARIBA home, where you can view all the information on the Ariba home page.



# Frequent Questions

## 1. How can I confirm the relationship with the client Vitro?

1. We must click on the initials of our account; we find it in the upper right corner.
2. We will be redirected to the configuration part
3. We must click on "Customer Relations"

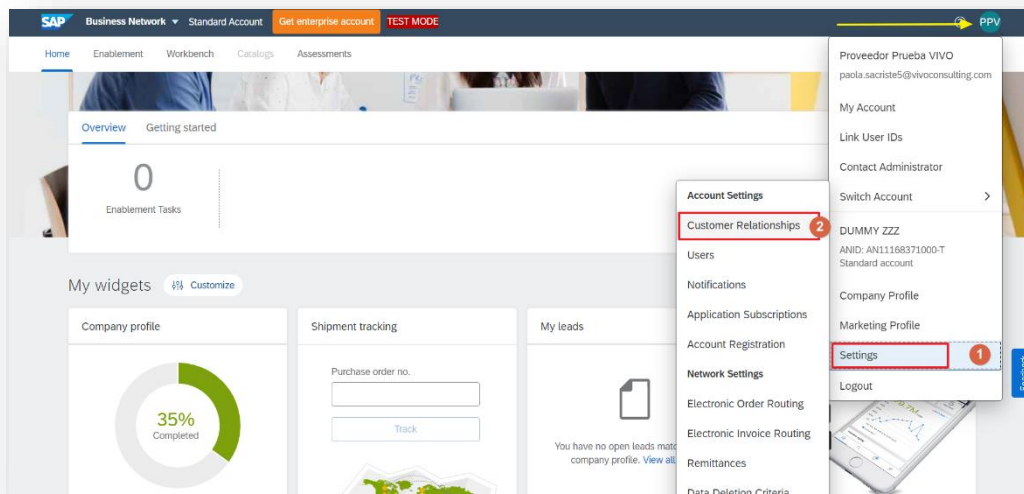


Image No.18: Customer relations.

4. Verify at the bottom that our client should appear "Vitro"



5. Once the review is completed, click “Close”

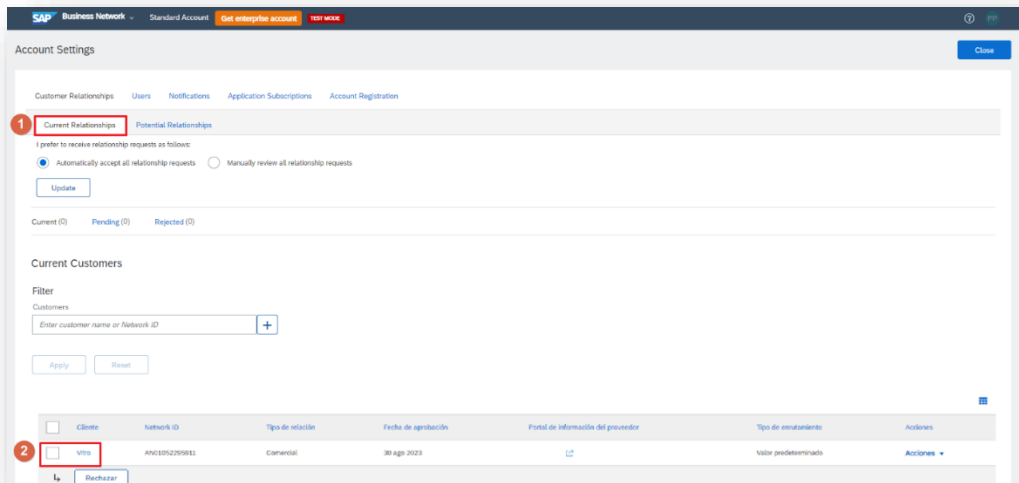


Image No.19: Vitro active relationship.

## 2. I have forgotten my username and/or password. How can I recover it?

In case you do not remember your username or password, you can select "I forgot username or password" on the Ariba home page ( <http://supplier.ariba.com/>)

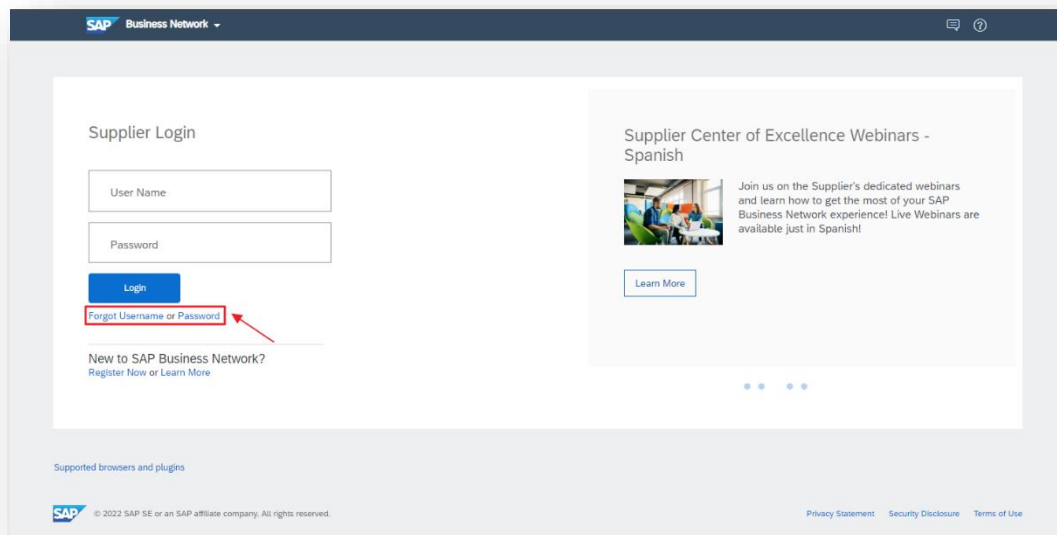
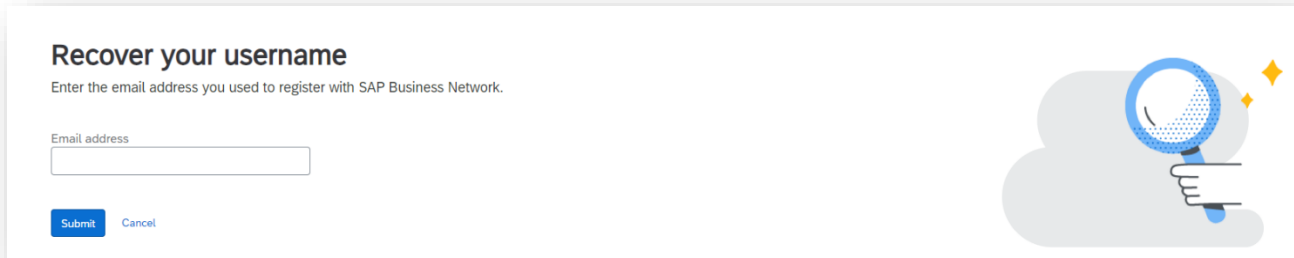


Image No.20: login.

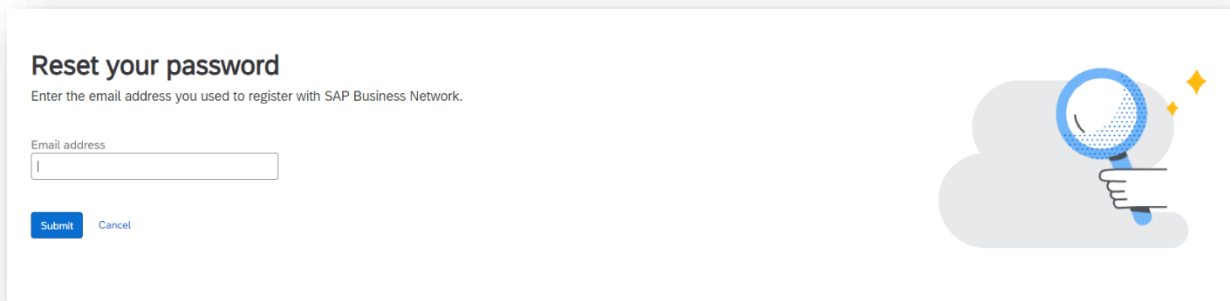
1. If you do not remember your username, select “ I forgot my username ” and enter the email associated with your Ariba account.



The screenshot shows a web form titled "Recover your username". Below the title is a subtitle: "Enter the email address you used to register with SAP Business Network." There is a text input field labeled "Email address". At the bottom left of the form are two buttons: "Submit" (in blue) and "Cancel" (in light blue). On the right side of the form is a decorative illustration of a hand holding a magnifying glass over a cloud, with two yellow stars nearby.

*Image No. 21: Recover username.*

2. If you don't remember your password, select “Password” and enter the email associated with your Ariba account.

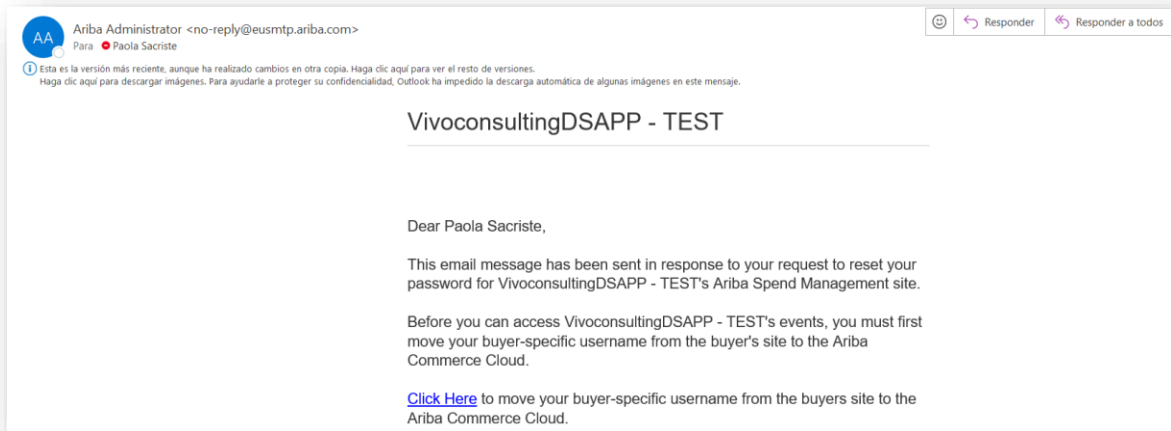


The screenshot shows a web form titled "Reset your password". Below the title is a subtitle: "Enter the email address you used to register with SAP Business Network." There is a text input field labeled "Email address". At the bottom left of the form are two buttons: "Submit" (in blue) and "Cancel" (in light blue). On the right side of the form is a decorative illustration of a hand holding a magnifying glass over a cloud, with two yellow stars nearby.

*Image No.22: Restore password.*

**\*Note:** once you select "Submit" for either of these two options, a link to recover your username or reset your password will be sent to your email.

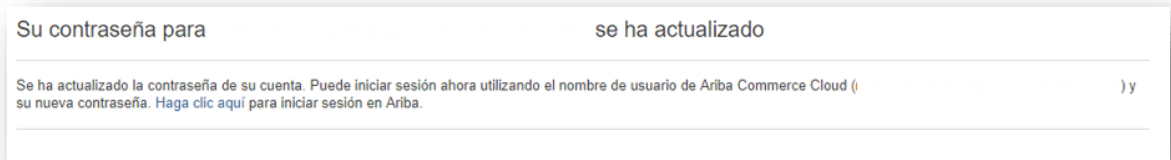
3. Select the link that redirects you to reset your password on Ariba.



*Image No.23: Email to reset password.*

Set a new password and secret security question. When finished, press the "Confirm password" button.

4. As confirmation, the system will display a message like the following.



*Image No.24: Password reset confirmation.*

### 3. I have completed registration, why can't I see my Purchase Orders? \_

You must wait for VITRO to send you a purchase order through the Ariba platform ( [ordersender-prod@ansmp.ariba.com](mailto:ordersender-prod@ansmp.ariba.com) ) and select the "Process order" button.

Your buyer will tell you when a purchase order will be sent depending on the need.

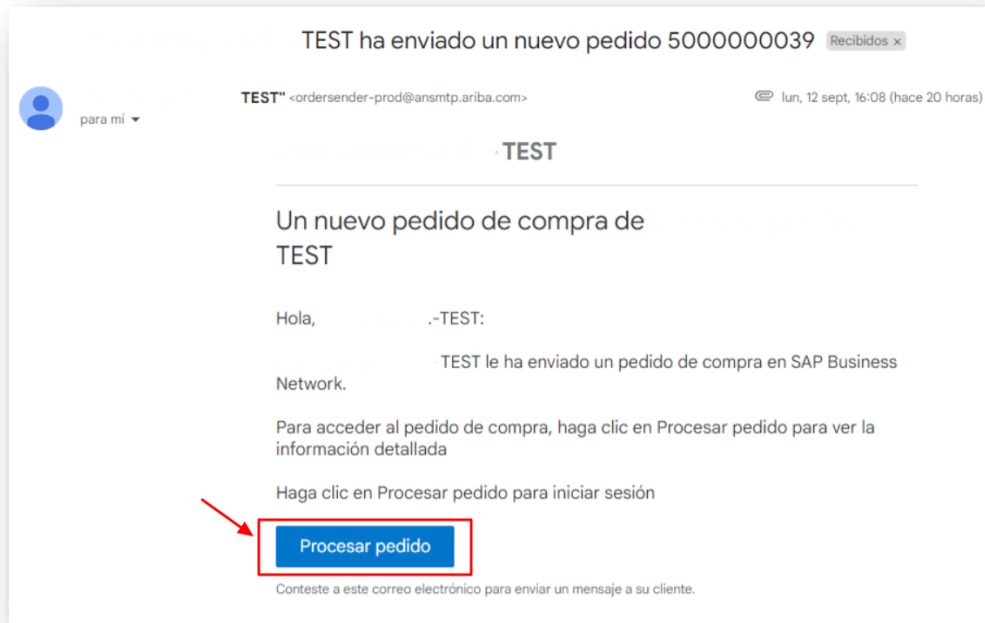


Image No.25: Example of purchase order received by email.

#### 4. It has been an unexpected error occurred how I can clear cookies and cache?

You may receive an unexpected error when entering Ariba, this is due to an internet connection problem or you need to clear your browser's cookies and cache.

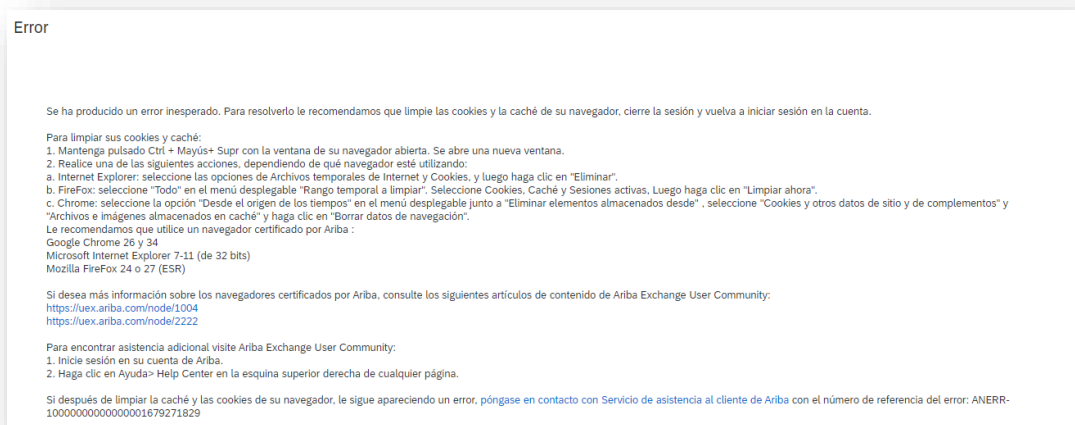


Image No.26: Browser error.

Here is the procedure to fix this problem:

- If you use Microsoft Edge:

1. Go to settings and more (three dots on the upper right side of the browser)
2. Settings (Gear) > Privacy, search, and services
3. Choose what to clear in "Clear browsing data" > Clear browsing data now
4. Choose the time interval from the list
5. Select cookies and other site data > Clear now

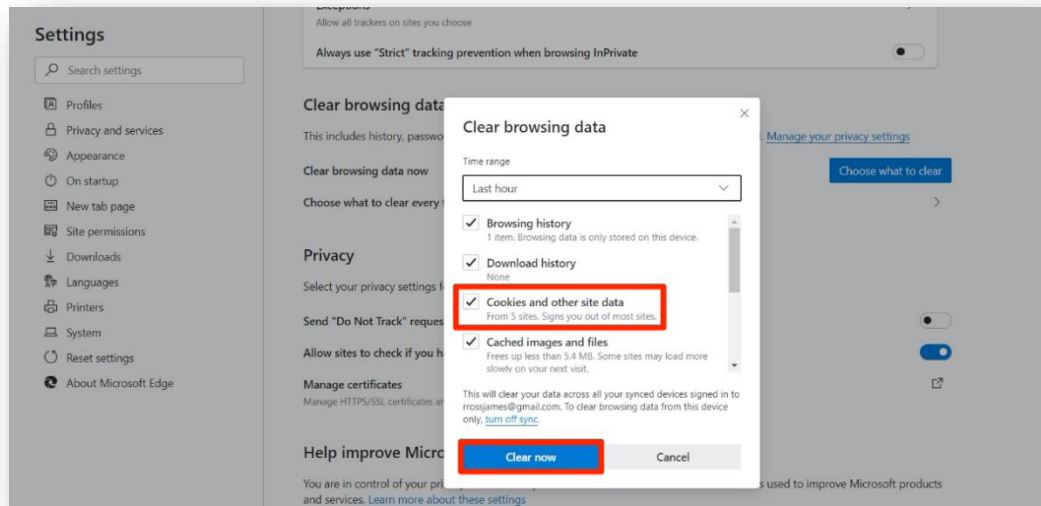
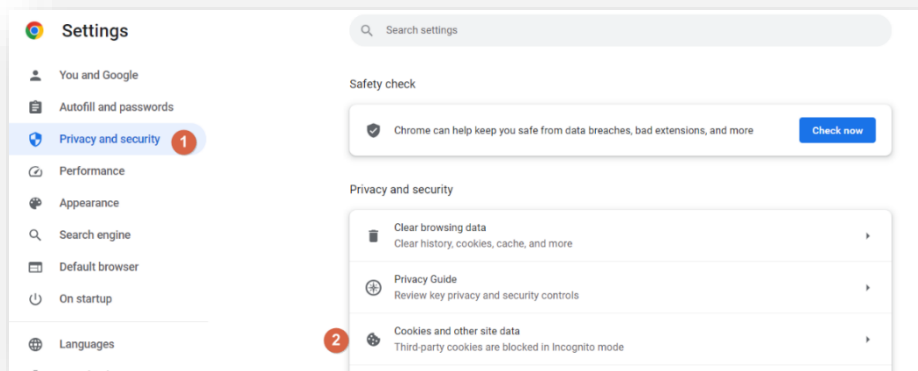


Image No.27: Clear cookies and cache in Edge.

- If you use Chrome:

1. In the upper right corner click on configuration (three points)
2. More tools > Clear browsing data
3. Choose a time interval > To delete everything, select all periods

4. Check the boxes next to “Cookies and other site data” and “Cached images and files” > Clear data



*Image No.28: Clear cookies and cache in Chrome.*

## 5. How can I change the account manager's contact?

If the person managing the Ariba account needs to be updated, it must be done as follows.

Note: This change must be made from the administrator user, so it is recommended to execute this change before user exit.

1. On the Ariba home page, select the initials in the upper right corner > My Account

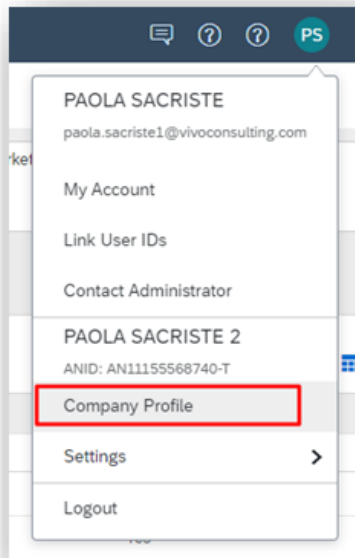


Image No.29: User configuration

2. In the email section, enter the new email and Save the changes.

Company Profile

Basic (2) Business (2) Marketing (3) Contacts Certifications (1) Additional Documents

\* Indicates a required field

Overview

Company Name\* PAOLA SACRISTE 2

Other names, if any:

NetworkID: AN11155568740-T ⓘ

Short Description: ⓘ Characters left: 500

Website:

Public Profile: <http://discovery.ariba.com/profile/AN11155568740-T> | Customize URL

Privacy Statement: SAP Ariba Privacy Statement ▾

Address

Address 1\* GUATEMALA

Address 2:

Postal Code\* 01010

City\* GUATEMALA

State\* Guatemala [GT-GU] ▾

Country/Region\* Guatemala [GTM] ▾

Public Profile Completeness

90%

Short Description  
Website  
Annual Revenue  
Certifications  
D-U-N-S Number  
Business Type  
Industries  
Company Description  
Company Logo

Share Your Public Profile

Click here to get your Ariba badge.

View Public Profile  
Profile Visibility Settings

Image No.30: Email change

## 6. If I have a problem registering, what is the support channel?

For additional questions about the registration process, you can contact [habilitacionproveedores@vitro.com](mailto:habilitacionproveedores@vitro.com)

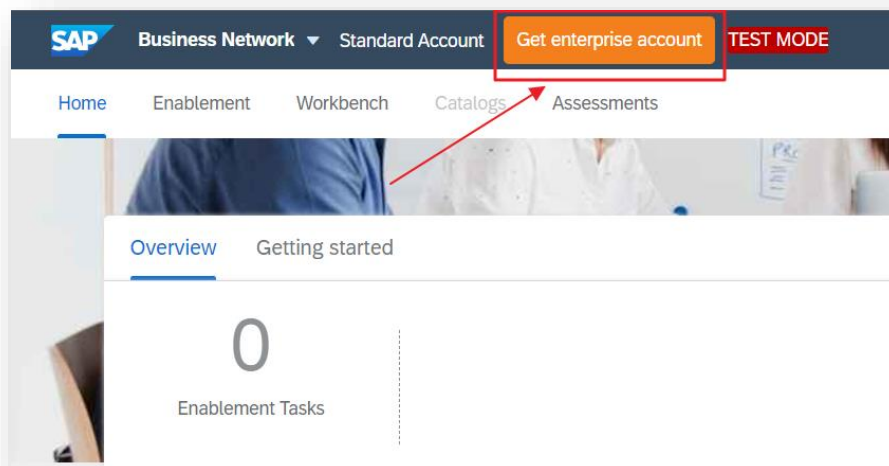
## 7. What kind of Ariba account do I have, Do I have to pay?

The default account when registering in SAP Business Network is a Standard Account, that is to say, it **does not have any cost of use**.

The change to Enterprise Account type is optional and involves a cost that SAP will provide according to your business.

In the case of being interested in acquiring an Enterprise account after registering, you can do it in the following way:

1. On the Ariba home page select "Get an Enterprise Account"



*Image No.31: Enterprise account*

2. You can view the benefits of an Enterprise account and obtain the subscription cost should go to [SAP Business Network for Suppliers | Enterprise Account](#)



### Upgrade to realize the full value of Ariba Network!

	STANDARD ACCOUNT Your current account	ENTERPRISE ACCOUNT <a href="#">Upgrade</a>
<b>FULFILLMENT</b>		
Orders and invoices	<ul style="list-style-type: none"> <li>Respond to emailed orders using features that your customer requests, like order confirmations, ship notices and invoices</li> <li>Check invoice status and create non-PO invoices, if supported by your customer</li> </ul>	<ul style="list-style-type: none"> <li>Skip the emails. Get and manage orders and invoices all on Ariba Network.</li> <li>Use CSV uploads to manage large documents.</li> </ul>
Catalogs	<ul style="list-style-type: none"> <li>Publish catalogs that detail your products and services *</li> </ul>	<ul style="list-style-type: none"> <li>Publish catalogs that detail your products and services</li> </ul>
Integration		<ul style="list-style-type: none"> <li>Integrate with your backend systems through CXML or EDI</li> </ul>
Legal Archive		<ul style="list-style-type: none"> <li>Access to long-term invoice archiving (regional restrictions apply)</li> </ul>
Reporting		<ul style="list-style-type: none"> <li>Get reports to track transactions and sales activities</li> </ul>
Support	Help Center	<ul style="list-style-type: none"> <li>Help Center, phone, chat, and web form</li> </ul>
Fees	Free	Based on usage

\*Standard account users will self-enable catalogs. Help center content and documentation is available for self-service.

Image No.32: Enterprise Account Details

## 8. Add additional users

1. Log in to SAP Ariba
2. Select the initials at the top right > Settings > Users

The screenshot shows the SAP Ariba Business Network interface. At the top right, a user profile dropdown menu is open, displaying the user's name 'Proveedor Prueba VIVO' and email 'paola.sacriste5@vivoconsulting.com'. The menu includes options like 'My Account', 'Link User IDs', 'Contact Administrator', 'Switch Account', and 'Settings'. The 'Settings' option is highlighted with a red box and a red circle with the number '1'. Below the 'Settings' option, the 'Users' option is also highlighted with a red box and a red circle with the number '2'. The main dashboard area shows 'Enabling Tasks' with a count of '0' and 'My widgets' including 'Company profile' (35% Completed), 'Shipment tracking', and 'My leads'.

Image No.33: Registration of additional users.

### 3. Select Manage Users > Create User

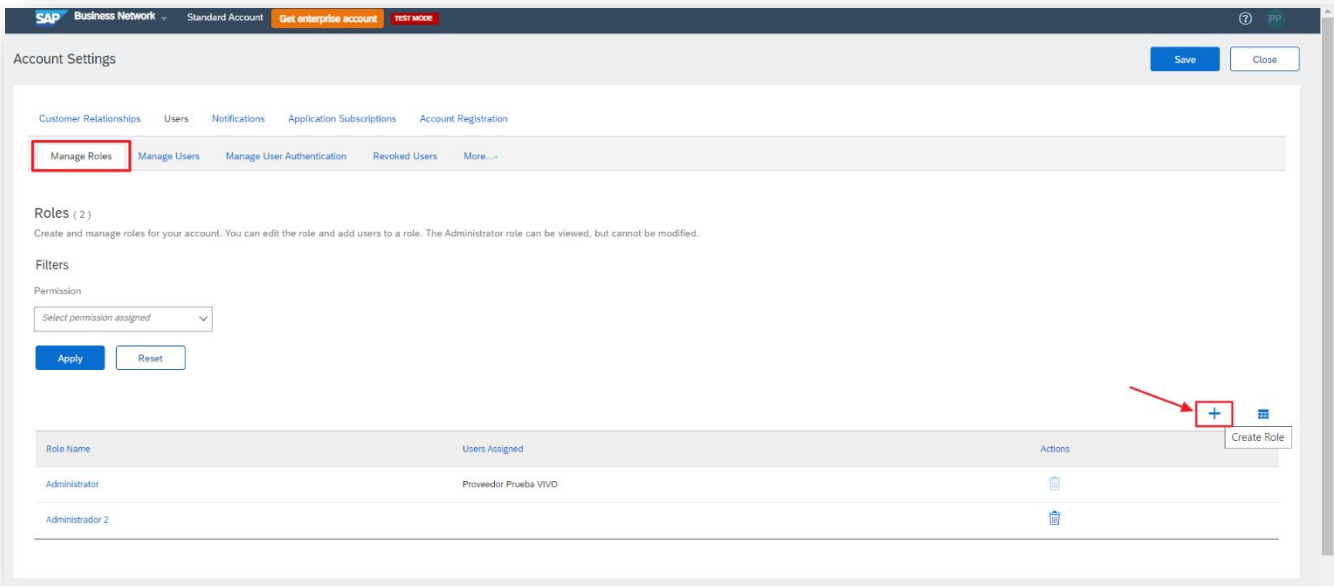


Image No.34: Registration of additional users.

### 4. Complete the required fields marked with asterisks

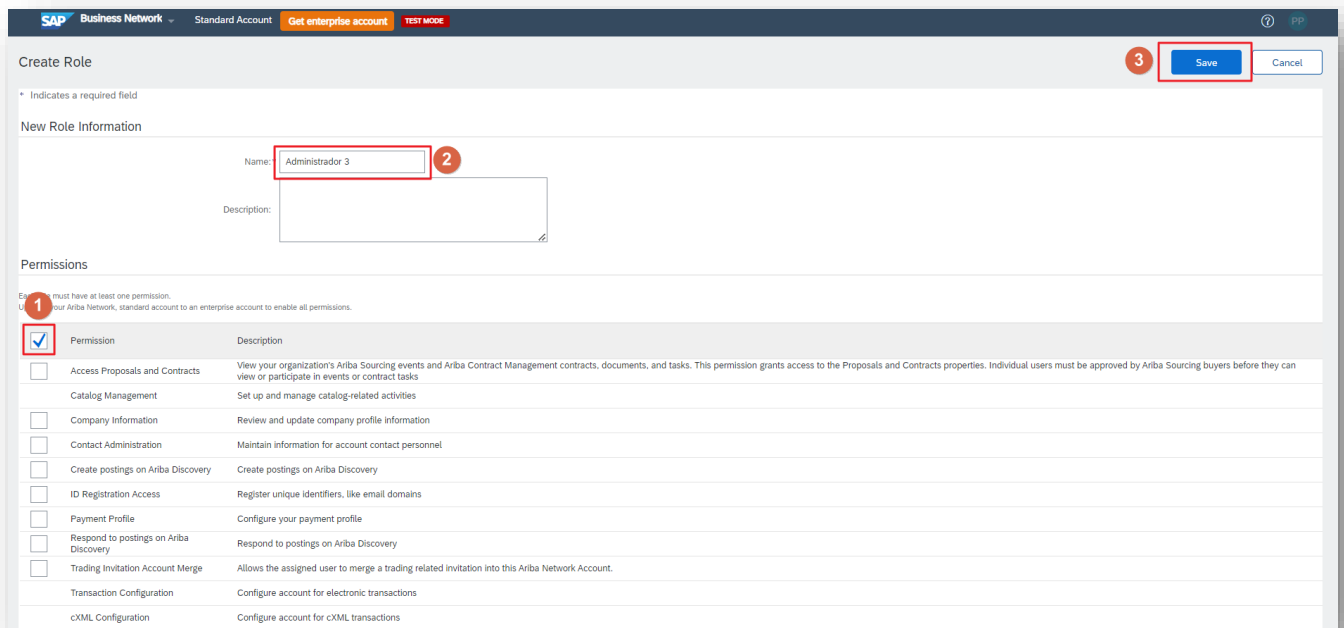
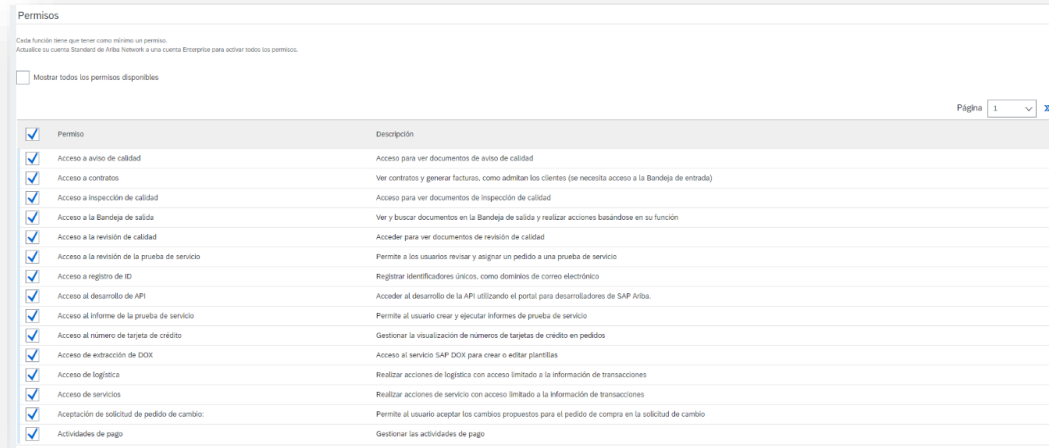


Image No.35: Registration of additional users.

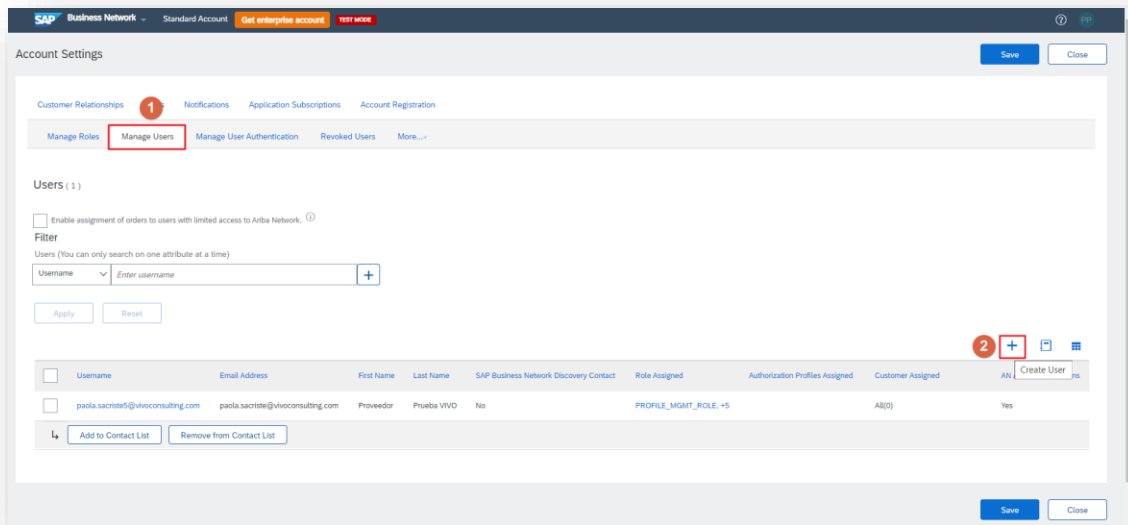
5. In the role assignment section select **Create role**
6. Assign permissions name > Select the permissions to add > **Save**

*Note: if you want to add all the permissions, directly select the "Permissions" box*



*Image No.36: Registration of additional users.*

7. Go to the Manage Users tab
8. Click the "+" to add a user



*Image No.37: Registration of additional users.*

9. Complete the required fields

**Note: the user must have email format**

10. Select the created permission
11. Click "Save"

**Create User**

Create a new user account and assign a role and if needed assign them to a business unit. Ariba will email a temporary password to the address provided for the new user account. The account information entered here will not be modifiable after you click Done. However, you can modify role assignments at any time.

**New User Information**

1

Username: \* luis.cano@vivoconsulting.com ⓘ  
Email Address: \* luis.cano@vivoconsulting.com  
First Name: \* Luis  
Last Name: \* Cano

☐ Do not allow the user to resend invoices to the buyer's account. ⓘ  
☐ This user is the SAP Business Network Discovery Contact ⓘ  
☐ Limited access ⓘ

Office Phone: Country: USA 1 Area: Number:

**Role Assignment**

Name	Description
<input type="checkbox"/> Administrador 2	
<input checked="" type="checkbox"/> 2 Administrador 3	

**Customer Assignment**

Assign to Customer: ☒ All Customers ☐ Select Customers





Image No.38: Registration of additional users.

12. The user will receive a notification to their email to [Register](#) in the system

## 9. What means the DUNS number?

The DUNS number is an optional, unique identifier used to universally represent a company throughout the world. This code provides a standardized way of identifying organizations and makes it easier to track them in commercial and financial transactions on a global level.

# Recommendations

-  To optimize the registration and trading process, the suggested internet browser is **Microsoft Edge** in its current version.
-  Write down your username and password in a safe and easily accessible place. It can be supported by the password manager of the Microsoft Edge or Google Chrome browser.
-  Verify that Ariba system notifications are not directed to the “Junk” or “Spam” folder. If so, you need to validate that you don't have Ariba admin blocked as a sender.
-  Messages sent by Ariba will be sent with a sender called “Ariba Admin”.